DEPARTMENT OF ADMINISTRATIVE SERVICES
JOB OPPORTUNITY
INFORMATION TECHNOLOGY ANALYST 3
CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Open to candidates on a current examination list

Location: 55 Farmington Avenue, Hartford, CT

Job Posting No. 107369

Hours: 35 Hour Work Week

Salary: $74,183 annual (EU30/1)

Closing Date: May 8, 2014

Eligibility Requirement: Candidates must have applied for and passed the Information Technology Analyst 3 exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

The Criminal Justice Information System (CJIS) Tier 1 Help Desk IT Analyst 3 will be responsible for Managing a Call Center/Help Desk and resolving tickets in order to support the Connecticut Information Sharing System (CISS), the Offender Based Tracking System (OBTS), and the Connecticut Impaired Driver Record Information System (CIDRIS) users or system administrators.

The individual who fills this position should have solid Call Center/Help Desk knowledge and experience with large complex applications deployed to thousands of users. The Help Desk Analyst should also understand the CISS software elements, information exchanges, messaging, business needs, and the end user community.

The Duties and responsibilities include:

- IT Service Management processes (Incident, Problem, Service Level, and Service Catalogue) as they pertain to a Tier 1 Help Desk –ITIL.
- Experience using remote access software like GoToMyPC, PC Anywhere, LanDesk, or Dell KACE.
- MS System Center experience.
- Receive and answer all incoming Tier 1 calls. Resolve Tier 1 and Some Tier 2 problems (by following documented SOP).
- Provide initial triage and problem determination to determine the severity of the user's incident.
- For each call, enter the information into an Enterprise Ticket Management System and initiate a trouble ticket.
- Provide basic troubleshooting skills on Windows operating systems, local/network printer setup, and password resets.

- Monitor and track incidents to resolution, including updating all tickets with pertinent information and all troubleshooting steps taken to resolve all incidents.
- Escalate unresolved incidents to the Tier 2 or Tier 3 level for further troubleshooting.
- Monitor Help Desk operation to include security management and procedures to ensure compliance with the contract requirements and Service Level Agreements (SLA).
- Coordinate with CJIS Agencies', Xerox's and DAS-BEST's Service Desk staff on identified concerns or issues.
- Help identify corrective measures, eliminate deficiencies and reoccurrences, and recommend process performance improvements.
- Provide support to include problem recognition, research, isolation, resolution and follow up steps.
- Maintain problem management database and help desk system.
- Continue development of a Knowledge Base, FAQ, and user Best Practices.
- Chair progress meetings and special working meetings to communicate information, obtain updates and resolve issues as deemed necessary.
- May be required to work shift to support a 24x7x365 help desk operation.

Required Skills:

- 5 years of directly related experience supporting help desk operations.
- 3 plus years of relevant experience in supporting an IT Help Desk using an Enterprise Ticket Management Systems.
- Possess any two (or equivalent) of the following certifications: MCP, HDI Support Center Specialist, Network.
- Certified and experienced in implementing Information Technology Infrastructure Library (ITIL) v.2 Foundation and ITIL v.3 Service Lifecycle-Service Operations, Service Transition, and Continuous Service Improvement.
- System Center Service Manager (preference of 4 plus years' experience).

Preferred Skills:

- Solid PC troubleshooting skills in order to help novice users with computer problems.
- Ability to assist in product testing under direction of a Test Lead.
- Good understanding of Windows desktop operating systems (Windows 7 & XP) and multiple web browsers (IE8, 9 10 & 11, Chrome, FireFox).
- Good understanding of basic networking properties and network technologies (routers, switches, firewalls, etc...).
- Strong organizational, time management and communication skills.
- Ability to work in a fast-paced, challenging, team-oriented environment.
- Ability to meet customer service level agreements with respect to call statistics, ticket resolution rates, and customer follow-up times.

Knowledge, Skills, and Abilities:
Considerable knowledge of principles and techniques of systems analysis, design, development, and computer programming; considerable knowledge of principles of information systems; considerable knowledge of principles and theories of business and planning functions; considerable knowledge of programming languages; considerable knowledge of project management principles and techniques; considerable knowledge of principles, problems and techniques of data processing and data communication operations; considerable knowledge of data processing and data communications equipment and diagnostic tools; considerable knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; considerable knowledge of principles of complex computer operating systems; knowledge of principles and techniques of business information systems re-engineering; knowledge of network protocols and architecture; knowledge of practices and issues of systems security and disaster recovery; knowledge of applications systems development principles and techniques; knowledge of principles and practices of data base management; considerable interpersonal skills; considerable oral and written communication skills; considerable problem solving skills;

considerable technical problem solving skills; considerable analytical skills; considerable ability to prepare correspondence, manuals, reports and documentation; considerable ability to analyze and resolve operational and communications problems; considerable ability to analyze and debug complex software programs; considerable ability to identify, analyze and resolve complex business and technical problems; some supervisory ability.

General Experience:

Seven (7) years of experience in information technology (IT) operations, programming, systems/ software development or another IT related field.

Special Experience:
One (1) year of the General Experience must have been at the full professional working level with responsibility for performing a full range of complex technical support functions in one of the following areas:
1. Assisting in the design, implementation and management of a major communications network.
2. Providing technical and administrative support for a wide area network (WAN) or mini-computer system.
3. Assisting in the installation and maintenance of major sub-systems or installing and maintaining other host and/or network software.
4. Participating in the design and development of system applications.
5. Serving as a project coordinator responsible for coordinating the design, development, programming and implementation of moderately complex information systems projects.

Note: For state employees this is interpreted at the level of Information Technology Analyst 2.

Substitutions Allowed:
1. College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience to a maximum of four (4) years for a Bachelor's degree.
2. A Master's degree in management information systems, computer science or electrical engineering may be substituted for one (1) additional year of the General Experience.

Note: This position will be established for a critical Criminal Justice statewide system and will be contingent based on the continued availability of funding. The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, a State Application (HR-12), and the last two performance ratings to:

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DEPARTMENT OF ADMINISTRATIVE SERVICES
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